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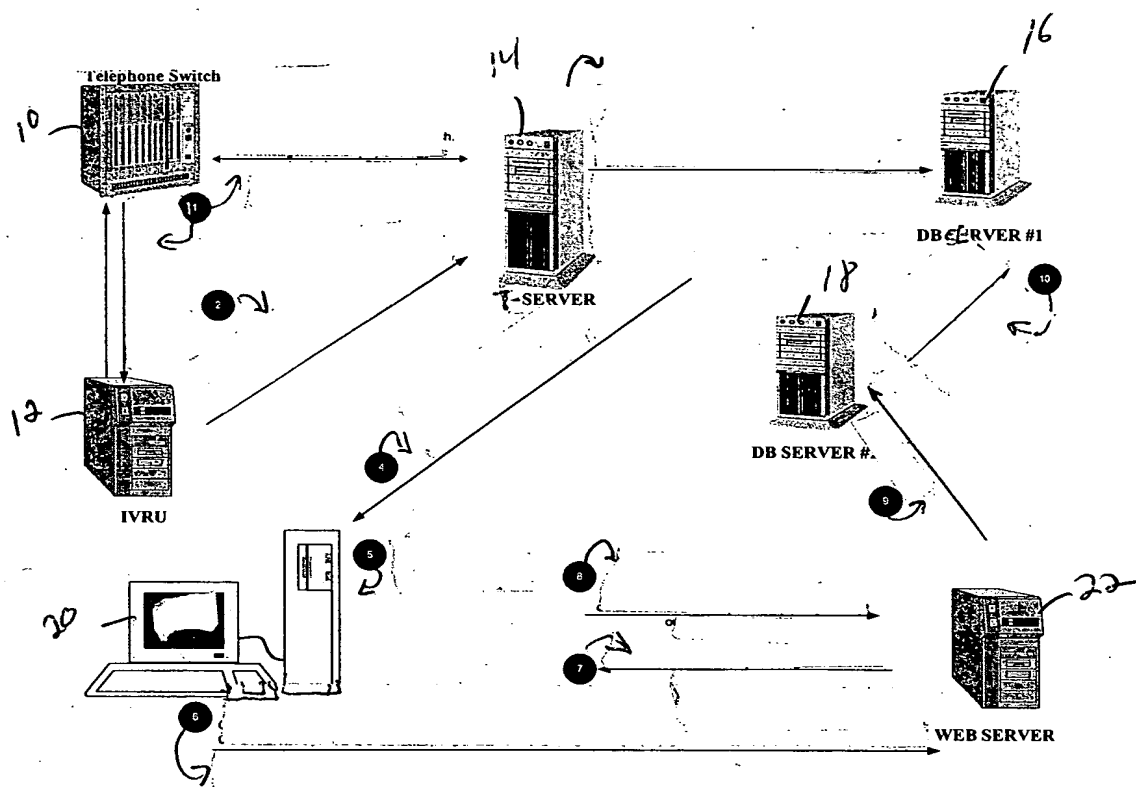
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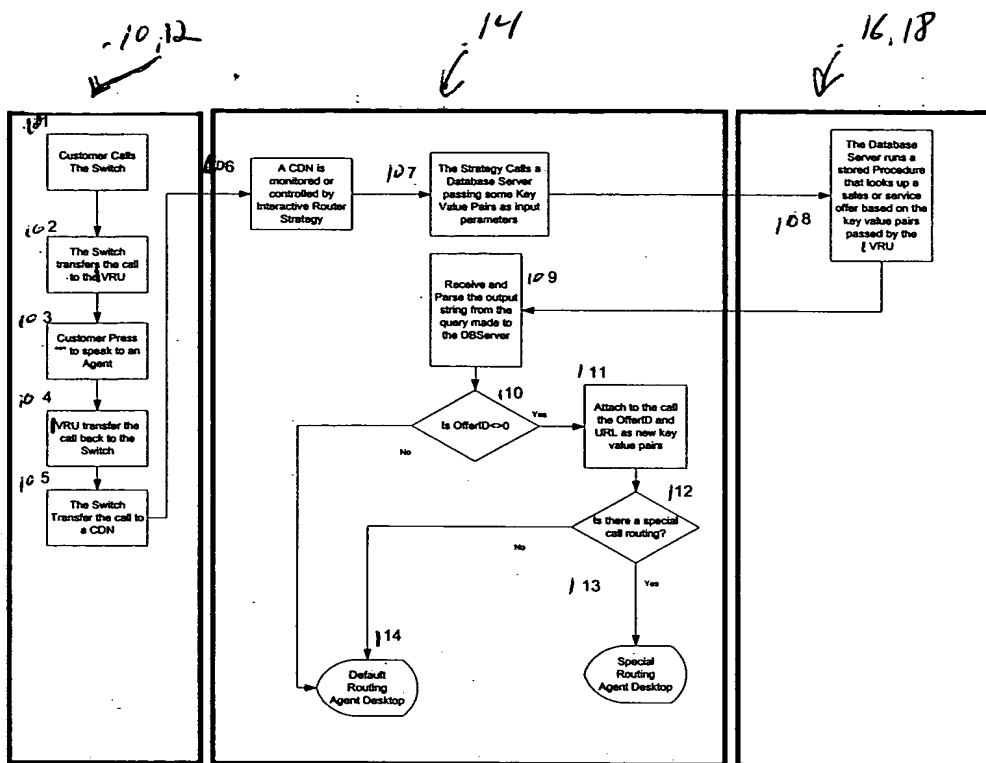
- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS✓
- GRAY SCALE DOCUMENTS

IMAGES ARE BEST AVAILABLE COPY.

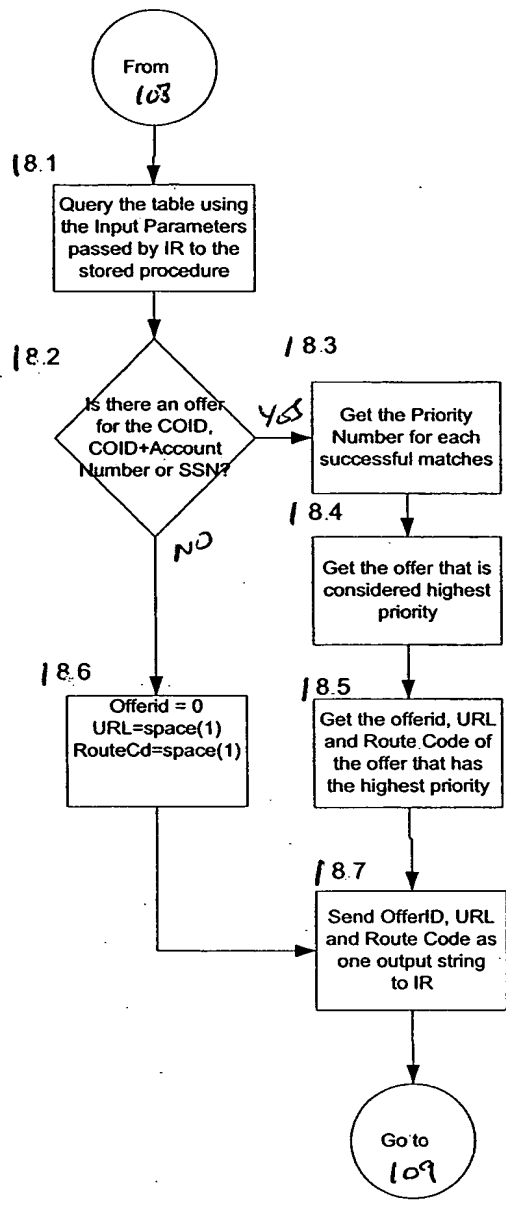
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F-8 1



F 2



A. 3

CALL INFO WAITING

Source: Express Access

Authentication Status: Passed

OK Cancel

43

44

40

Fig 4

Customer Information View (CIV) - Relationship

Customer Name: John Buick
 SSN: 512345678 Username: [Redacted]

Relationship (AR1) Profile (AR2) General (AR3) Account (AR4) Credit/Investment (AR5) E-Payment (AR6)

Name: John Buick
 Alias Name: [Redacted]
 Address: 99 Main St.
 Concord, CA 95568
 Phone - Personal: 616 2241223
 Phone - Business: 616 2961234

Employee: No Birth Date: 07/18/1948 Indicator: Potential Customer Password: 1234
 Alias Type: [Redacted] Solicitation: All Solicitation Okay
 Company ID: 999 Wells Fargo Bank
 Screen Selection: [Redacted] Go to Host: [Redacted] Remarks: [Redacted]

Account Profile

Type	Product Name	Account Number	Relationship	Account Status	Company ID	Profit
MCHK	WELLS FARGO FREE CH...	0023456789	Sole Owner	Dormant	038 Arizona	
NMRA	ADVANTAGE MARKET RA...	12345654563	Sole Owner	Active, No Automatic ...	038 Arizona	
ATM	Visa Check Card	432453333485645	Sole Owner	Active	038 Arizona	
ATM	Visa Check Card	432225848546448	Sole Owner	Not Activated	038 Arizona	

Bill Pay Service Statuses
 Internet ACH/WRU Billpay: [Redacted]
 Bill Pay 2: [Redacted]
 Online Statements: Not Enrolled

Channel Review
 Description: [Redacted]

SSN lookup has been completed

NUM: [Redacted] 09/24/03 11:41 PM

F, 5

62

60

61

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Sales Offers

5036 CONSUMER OFFER - Mortgage Cross to Bank Customers

Acct Number/SSN: 4123456789 / 512345678 /

Campaign Information: Mortgage Cross to Bank Customers

Suggested Script: Recently Wells Fargo Home Mortgage sent you a letter regarding low mortgage interest rates. We're finding that many customers can substantially reduce their monthly mortgage payment by refinancing with Wells Fargo Home Mortgage. Because rates are among the lowest they've been in years, now may be a great time to consider refinancing.

May I connect you to a home mortgage consultant to discuss your refinancing options?

If yes, warm transfer to Mortgage Consultant at 1-800-550-3476.

☐ Not Offered ☐ Referred ☐ Declined ☐ Considering

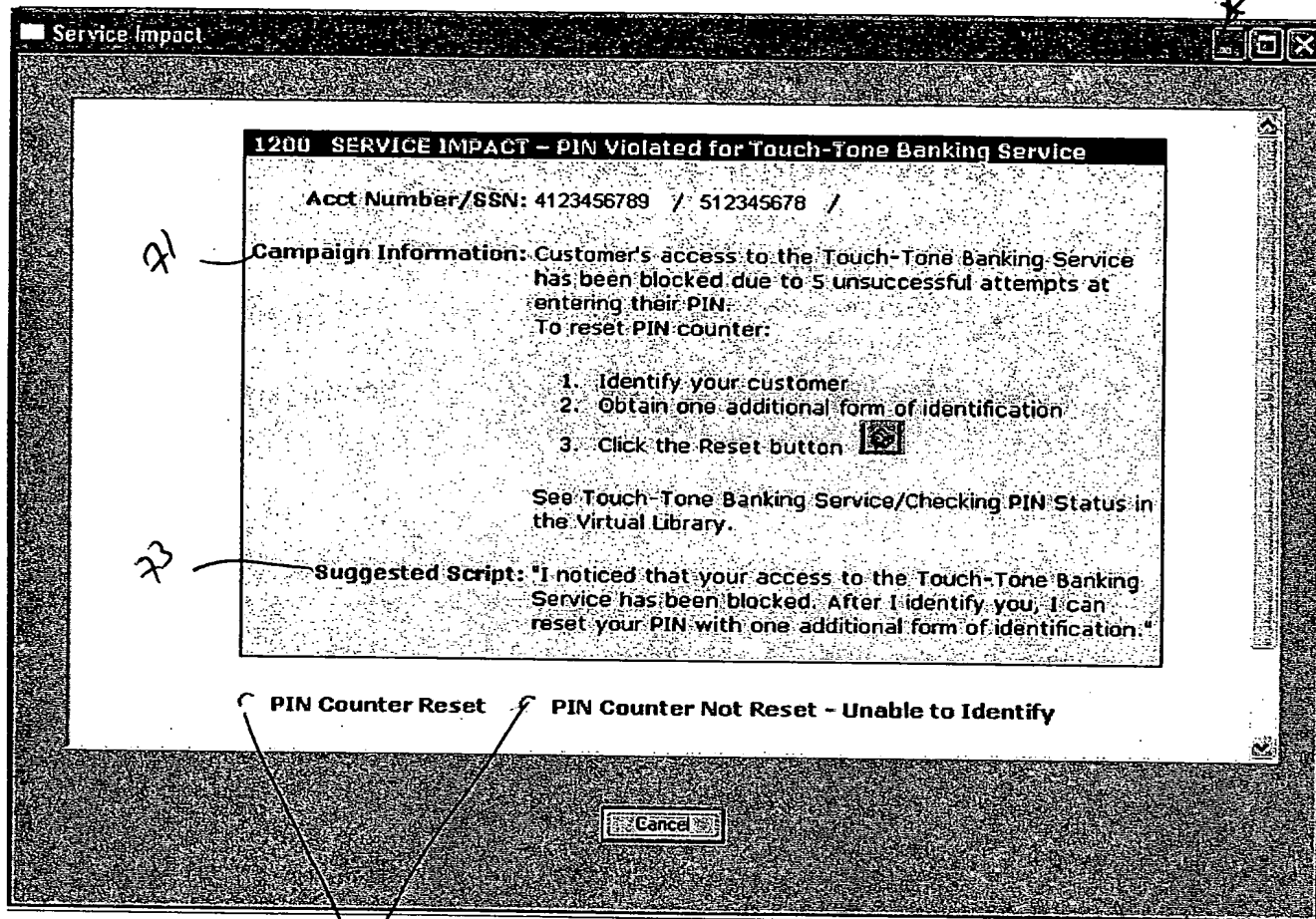
Submit

Cancel

64

65

F2 6



This screen is presented when the sales and service offer has been presented earlier that day.

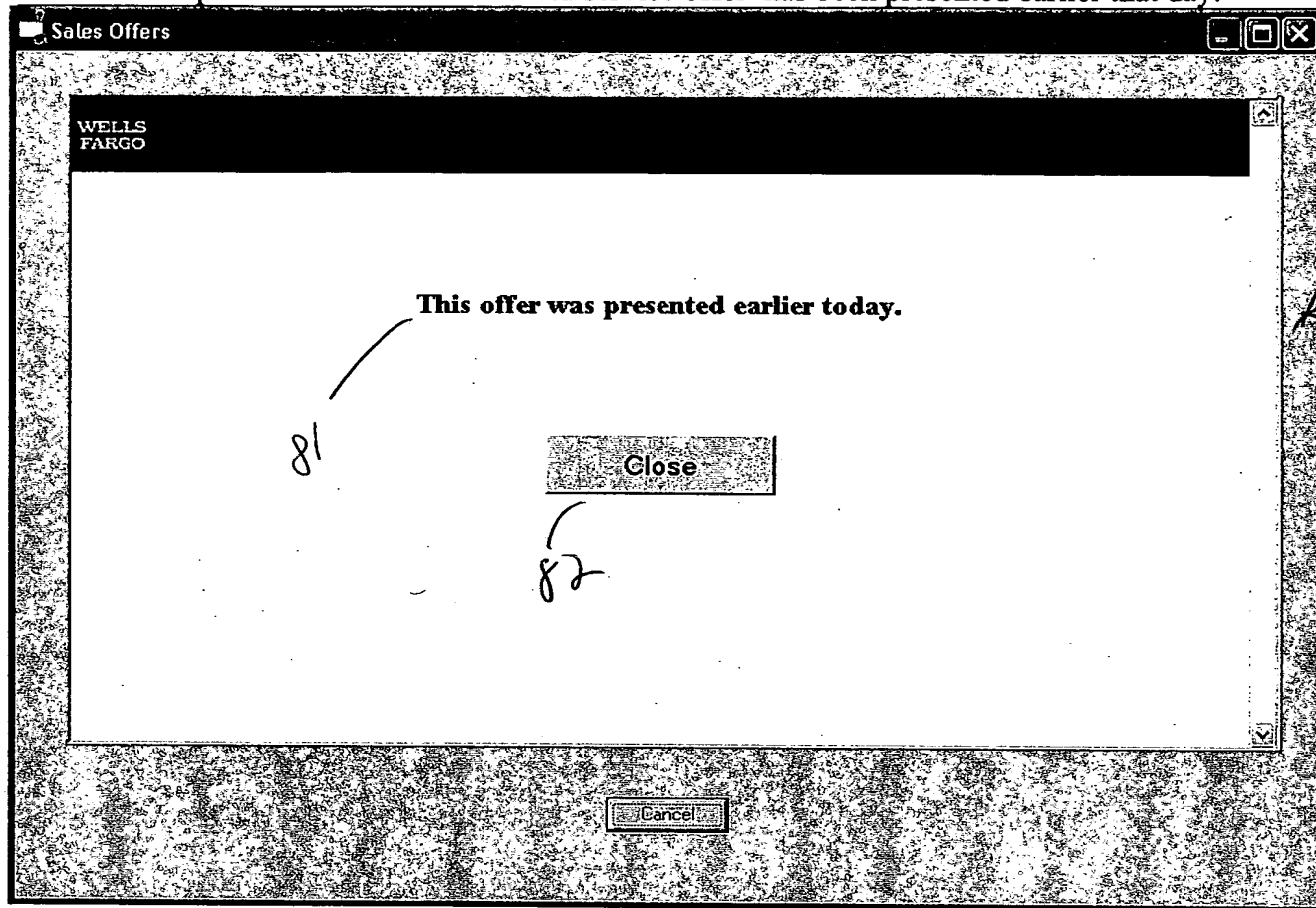


Fig. 8